

PRELIMINARY AMENDMENT

Serial Number: 09/540,502

Filing Date: March 31, 2000

Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER INTERACTIONS

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Dkt: NCR 8374 (1592.019US1)

REMARKS

Applicants have carefully reviewed and considered the Advisory Action mailed on November 10, 2003, and the references cited therewith. Concurrent, herewith Applicants are filing a Request for Continued Examination (RCE) along with the above preliminary amendment to the claims.

Claims 1, 6, 11, 16, and 18 are amended consistent with the originally filed specification. As a result, claims 1-20 are now pending in this application.

Conclusion

Applicants respectfully submit that the claims are in condition for allowance and notification to that effect is earnestly requested. The Examiner is invited to telephone Applicants' attorney ((513) 942-0224) to facilitate prosecution of this application.

If necessary, please charge any additional fees or credit overpayment to Deposit Account No.19-0743.

Respectfully submitted,

Thomas G. Brewer et al.

By his Representatives,

NCR Corporation
1700 South Patterson Blvd., WHQ4
Dayton, Ohio 45479
(937) 445-7663

Date 11-19-03

By Joseph P. Mehrle
Joseph P. Mehrle
Reg. No. 45,535

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS RCE; Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 19th day of November, 2003.

Name

Amy Moriarty

Signature

Amy Moriarty